



05-16-02

#2 2163 Case: 5088

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PTO/SB/82 (10-00)  
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<b>REVOCATION OF POWER OF ATTORNEY OR AUTHORIZATION OF AGENT</b>	Application Number	09/884,776
	Filing Date	06/19/2001
	First Named Inventor	Joel Frederick Kilpatrick
	Group Art Unit	2163
	Examiner Name	NA
	Attorney Docket Number	RSW920010091US1

I hereby revoke all previous powers of attorney or authorizations of agent given in the above identified application:

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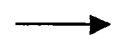
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☒ A Power of Attorney or Authorization of Agent is submitted herewith.

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I am the:

☐ Applicant/Inventor.

☒ Assignee of record of the entire interest. See 37 CFR 3.71.  
Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96)

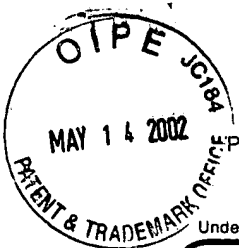
**SIGNATURE of Applicant or Assignee of Record**

Name	Anthony E. Ebert	Anthony E. Ebert
Signature		Director of Intellectual Property Genesys Telecommunications Labs, Inc.
Date	MAY - 3 2002	

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below\*.

☐ \*Total of \_\_\_\_\_ forms are submitted.

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**POWER OF ATTORNEY OR  
AUTHORIZATION OF AGENT**

Application Number	09/884,776
Filing Date	06/19/2001
First Named Inventor	Joel Frederick Kilpatrick
Title	Method and Apparatus for Skill-Based Task Routing
Group Art Unit	2163
Examiner Name	NA
Attorney Docket Number	RSW920010091US1

I hereby appoint:

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24739 →



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☐ Practitioner(s) named below:

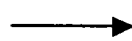
Name	Registration Number

as my/our attorney(s) or agent(s) to prosecute the application identified above, and to transact a business in the United States Patent and Trademark Office connected therewith.

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☐ Applicant/Inventor.☒ Assignee of record of the entire interest. See 37 CFR 3.71.

Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

**SIGNATURE of Applicant or Assignee of Record**

Name

Anthony E. Ebert

Signature

Anthony E. Ebert

Director of Intellectual Property

Date

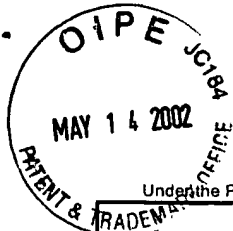
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Genesys Telecommunications Labs, Inc.

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below.

☐ \*Total of \_\_\_\_\_ forms are submitted.

Burden Hour Statement: This form is estimated to take 3 minutes to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.



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**STATEMENT UNDER 37 CFR 3.73(b)**Applicant/Patent Owner: International Business Machine CorporationApplication No./Patent No.: 09/884,776 Filed/Issue Date: 06/19/2001Entitled: Method and Apparatus for Skill-Based Task RoutingGenesys Telecommunications Laboratories, Inc., a Corporation

(Name of Assignee)

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

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states that it is:

1. ☒ the assignee of the entire right, title, and interest; or
2. ☐ an assignee of less than the entire right, title and interest.  
The extent (by, percentage) of its ownership interest is \_\_\_\_\_ %

in the patent application/patent identified above by virtue of either:

- A. ☐ An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

OR

- B. ☐ A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as shown below:

1. From: Joel Frederick Kilpatrick To: International Business Machines Corporation  
The document was recorded in the United States Patent and Trademark Office at  
Reel 011947, Frame 0383, or for which a copy thereof is attached.

2. From: International Business Machines Corporation To: Genesys Telecommunications Laboratories, Inc.  
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[NOTE: A separate copy (i.e., the original assignment document or a true copy of the original document) must be submitted to Assignment Division in accordance with 37 CFR Part 3, if the assignment is to be recorded in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

MAY - 3 2002

Date

Anthony E. Ebert

Director of Intellectual Property

Genesys Telecommunications Labs, Inc.

Anthony E. Ebert

Typed or printed name

Signature

Director of Intellectual Property

Title



## Certificate of Express Mailing

"Express Mail" Mailing Label Number: EL769577463US  
Date of Deposit: 05/14/2002  
Ref: Case Docket No.: RSW920010091US1  
First Named Inventor: Joel Frederick Kilpatrick  
Serial Number: 09/884,776  
Filing Date: 06/19/2001  
Title of Case: Method and Apparatus for Skills-Based Task Routing

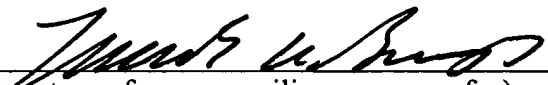
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1. Statement Under 37 CFR 3.73(b).
2. Power of Attorney or Authorization of Agent.
3. Revocation of Power of Attorney or Authorization of Agent.
4. Certificate of express mailing.
5. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

  
(Signature of person mailing papers or fee)